

Best-shoring your IT

Why your organisation needs this service

- Your offshore engagements don't reflect what the business currently needs
- Solution knowledge is held by your supplier and you don't feel close enough to it
- Accountabilities are unclear
- Complex reporting lines mean effort is duplicated
- You want to take direct control of aspects of your business that are managed offshore
- You need to develop new IT skillsets while still undertaking business-as-usual
- You have to keep your costs under control
- Inflexible support contracts make it hard to innovate

Service overview

The technology and skills that underpin your business processes are undoubtedly changing – probably at a pace. Are your current resourcing approaches optimised for your organisation, or have they evolved over time, like patchwork? Contracts need to adapt to changing circumstances rather than being stuck in the past. You now need access to new IT skills – in the right place at the right time using the right technology to deliver exactly what your organisation requires to meet its business objectives.

Capita helps organisations refine their sourcing approaches, ensuring that they are geared to meeting current and future business needs. We can help you define your future operating model. If you decide that you would like to repatriate an aspect of your delivery, we can develop a process that moves it back in-house without any loss of productivity and which aims to be at least cost-neutral.

Helping you bridge the IT skills gap

There is an IT skills gap in the UK right now. Our solution brings a new dimension to sourcing strategies, helping to bridge this gap. Capita recruits IT graduates straight from university, provides them with four months of work-focused training and places them in client teams while providing mentoring and management. Skills currently provided include business analysis, development, software testing and IT support. We call this service Novus.

Some elements of your IT delivery can be transitioned from existing suppliers and these can then be undertaken cost-effectively by a Novus team managed by our experts. This is a flexible solution: these teams can either operate on your site or we can provide off-site facilities and technology.

If your organisation prefers, after an agreed period of time and due preparation, the team can then be transferred over to work as part of your in-house team.

Defining and delivering your requirements

Our clear process puts your organisation in the best position to make the right decision:

Build	<ul style="list-style-type: none"> ■ Review – We can help you to review your current situation; assess why it needs to change and clarify your target operating model. ■ Service design – We work with you to establish areas where Capita can help you bring about change and to define the overall size, shape and cost of the service. A decision can then be made as to whether to go ahead with the project or to modify the design. ■ Recruit and deploy – We are uniquely placed to fulfil any IT recruitment and deployment management challenge, thanks to our own consultancy division, our relationship with universities (coupled with our Novus offering) and our specialist IT recruitment organisation. ■ Knowledge transfer and training – We are used to working closely with our clients' partners to ensure the successful transfer of key information and knowledge to us and then on to our clients. We identify early on the key personnel required and make sure they are in place for transition following our own successful process in recording, improving and transferring the complete service.
Operate	<p>After an agreed period you can make a decision about whether you want to:</p> <ul style="list-style-type: none"> ■ Continue to outsource the service to Capita <li style="text-align: center;">or ■ Transfer skills and technology in-house <p>Whichever decision you reach, we will work with you to plan the next steps.</p>
Transfer	<p>We work with your organisation to develop and agree a transfer plan and prepare for handover. This includes a clear change process involving people, process and technology. This part of the process is optional; clients may prefer Capita to continue running the service on their behalf.</p>

Benefits

- You gain greater control of your IT service levels
- A transparent and reliable service
- Your organisation becomes part of the drive to improve employment opportunities for UK graduates
- Savings can be achieved through quality efficiencies and best-practice methodologies
- The changeover can be cost-neutral, or even lower cost, against the current service

Why Capita?

Capita provides a full spectrum of capabilities that put us in a unique position to offer this service. We have extensive experience in delivering secure IT consultancy services and solutions to a range of clients in both the public and private sectors. We truly understand the processes of outsourcing and best-shoring and our unique Novus programme augments all these services.

For further information about these services please contact:

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